

## Access to Information Manual

We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 ("PAIA").

### 1. Introduction

We are property listing company, providing you with the knowledge and expertise from accredited agencies to assist with the sale and purchasing of homes, as well as to connect reputable Real Estate companies for the benefit of buyers and sellers. This is our 'Access To Information Manual'. Its purpose is to help you access our information and any other information that we have.

PAIA requires us to make it available to you so that you:

- know what types of information we have; and
- can request access to it.

### 2. Our details

Our details are as follows:

- Entity name: Property Listing Network (RF) Proprietary Limited.
- Registration number: 2005/018576/07
- Postal address: P O BOX 2005, Edenvale, Gauteng, 1610
- Physical address: 3 Atherstone Bower, 77 King Edward Road, Lombardy East, Gauteng, 2090
- Phone number: +27 (0) 73 274 6445
- Fax number: [•]
- Information officer: Estelle Jacobs
- Information officer email: [estelle@pln.co.za](mailto:estelle@pln.co.za)
- Contact email: [admin@pln.co.za](mailto:admin@pln.co.za)
- Website: <https://www.pln.co.za/>

### 3. Further guidance

If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission ("SAHRC") to find out more information about PAIA. They have a guide in each official language of South Africa on how to exercise any right under PAIA. Their contact details are as follows:

- Phone number: 011 877 3825
- Fax number: 011 403 0625
- Postal address: Private Bag X2700, Houghton, 2041
- Physical address: Braampark Forum 3, 33 Hoofd Street, Braamfontein, Johannesburg
- Website: <http://www.sahrc.org.za/index.php/understanding-paia>

## 4. Records we hold

We hold the following subjects and categories of records:

- Company records;
- Business records;
- Financial records;
- Insurance records;
- Personnel records;
- Policies and directives;
- Agreements or contracts;
- Regulatory documents;
- Published information;
- Customer information; and
- Reference materials.

### 4.1. Company records

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (CIPC).

- Memorandum of Incorporation – Automatically available from CIPC
- Directors' names - Automatically available from CIPC
- Documents of incorporation – Automatically available from CIPC
- Minutes of board of directors' meetings – Not automatically available
- Written resolutions - Not automatically available
- Records relating to appointment of directors, auditor, secretary, public officer, or other officers - Not automatically available
- Share register and other statutory registers - Not automatically available
- Other statutory records - Not automatically available

### 4.2. Business records

Business records include any documents that have economic value to the business.

- Operational records - Not automatically available
- Databases - Not automatically available
- Internal correspondence - Not automatically available
- Product records - Not automatically available

### 4.3. Financial records

Financial records are all our records related to our finances.

- Financial statements – Not automatically available (NDA required)
- Tax returns - Not automatically available
- Other documents relating to taxation of the company – Not automatically available
- Accounting records – Not automatically available
- Banking records - Not automatically available
- Banking details - Automatically available on request
- Banking details – Not automatically available
- Electronic banking records - Not automatically available
- Paid cheques - Not automatically available
- Asset register - Not automatically available
- Rental agreements - Not automatically available
- Invoices - Not automatically available
- Financial agreements - Not automatically available

#### 4.4. Insurance records

Insurance records are all our records related to our insurable assets.

- Insurance policies held by the company - Not automatically available
- Register of all immovable property owned by the company - Not automatically available

#### 4.5. Income tax records

Income tax records are all our records related to our income tax obligations.

- PAYE Records – Not automatically available
- Corporate tax records - Not automatically available
- Documents issued to employees for income tax purposes - Not automatically available
- Records of payments made to SARS on behalf of employees- Not automatically available
- VAT records - Not automatically available
- Regional Services Levies - Not automatically available
- Skills Development Levies - Not automatically available
- UIF - Not automatically available
- Workmen's Compensation - Not automatically available

#### 4.6. Personnel records

Personnel records are all our records about anyone who works for us, provides services to us, or provides services on our behalf and who receives or is entitled to receive remuneration, including our employees, contractors, and other personnel.

- List of employees – Not automatically available
- Employee personal information - Not automatically available

- Employee employment contracts - Not automatically available
- Employment policies and procedures - Not automatically available
- Employment Equity Plan - Not automatically available
- Medical aid records - Not automatically available
- Pension and provident fund records - Not automatically available
- Salaries of employees – Not automatically available
- Leave records - Not automatically available
- Internal evaluations - Not automatically available
- Disciplinary records - Not automatically available
- Disciplinary codes - Not automatically available
- Training records - Not automatically available
- Operating manuals - Not automatically available
- Personal records provided by personnel - Not automatically available
- Other statutory records - Not automatically available
- Related correspondence - Not automatically available

#### 4.7. Policies and directives

Policies and directives include both internal and external documents.

- Internal relating to employees and the company - Not automatically available
- External relating to donors and other third parties - Not automatically available
- Information technology systems and documents - Not automatically available

#### 4.8. Agreements or contracts

Agreements or contracts include the documents themselves and all related documents.

- Standard Agreements - Not automatically available
- Contracts concluded with customers - Not automatically available
- NDAs - Not automatically available
- Letters of Intent, MOUs - Not automatically available
- Third party contracts - Not automatically available
- Office management contracts - Not automatically available
- Supplier contracts - Not automatically available

#### 4.9. Regulatory documents

Regulatory documents include any documents required to comply with any laws.

- Permits - Not automatically available
- Licences - Not automatically available
- Authorities - Not automatically available

#### 4.10. Published information

Published information includes any document that we prepare and produce.

- External newsletters and circulars -Automatically available
- Internal newsletters and circulars - Not automatically available
- Information on the company published by third parties - Not automatically available

#### 4.11. Customer information

Customer information includes any information about anyone that we provide services to, including our customers, leads, or prospects.

- Customer details - Not Automatically available
- Contact details of individuals within customers - Not automatically available
- Communications with customers - Not automatically available
- Sales records -Automatically available
- Transactional information - Not automatically available
- Marketing records - Not automatically available

#### 4.12. Reference materials

Reference materials include any sources of information that we contribute to.

- Books - Not automatically available
- Newsletters and journals articles -Automatically available
- Magazines - Not automatically available
- Newspaper articles - Not automatically available

### 5. Information we hold to comply with the law

We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Basic Conditions of Employment Act 75 of 1997;
- Companies Act 61 of 1973;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Disease Act 130 of 1993;
- Consumer Protection Act 68 of 2008;
- Electronic Communications Act 36 of 2005;
- Electronic Communications and Transactions Act 25 of 2002;
- Employment Equity Act 55 of 1998;
- Financial Intelligence Centre Act 38 of 2001;
- Income Tax Act 58 of 1962;

- Labour Relations Act 66 of 1995;
- Occupational Health and Safety Act 85 of 1993;
- Private Security Industry Regulation Act 56 of 2001;
- Protection of Personal Information Act 4 of 2013;
- Skills Development Levies Act 9 of 1999;
- Unemployment Insurance Act 63 of 2001; and
- Value Added Tax Act 89 of 1991.

## 6. How to request access

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete Form C which is available from:

- the SAHRC website at <http://www.sahrc.org.za/index.php/understanding-paia> at this link: <http://www.sahrc.org.za/home/21/files/Form%20C.doc%20August%202013.doc>; or
- the Department of Justice and Constitutional Development website at [www.justice.gov.za](http://www.justice.gov.za) at this link: [http://www.justice.gov.za/forms/paia/J752\\_paia\\_Form%20C.pdf](http://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf).

Please submit the completed form to our information officer together with the relevant request fee, details here: <http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf> at our information officer's email address, our physical address, or by fax in terms of our details provided above. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, postal address, or fax number;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you are making it on behalf of someone else (we will decide whether this proof is satisfactory).
- If you do not use the standard form, we may:
  - we may reject the request due to lack of procedural compliance;
  - refuse it if you do not provide sufficient information; or
  - delay it.

## 7. Grounds for refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy;
- another company's commercial information;
- someone else's confidential information;
- the safety of individuals and property;

- records privileged from production in legal proceedings; or
- research information.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

## 8. How we will give you access

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## 9. How much it will cost you

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from <http://www.sahrc.org.za/index.php/understanding-paiaat> this link: <http://www.sahrc.org.za/home/21/files/PAIA%20Notice%20on%20fees.pdf>.

You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## 10. How we process and protect personal information

We process the personal information by various methods, but mainly through capturing personal information of sellers and purchaser who provide such information as part of the sale/purchase of a home, alternatively personal information provided to us by affiliates, such as member agencies, which have received your consent to provide us with such information.

### 10.1. Categories of people

We process the personal information of the following categories of people:

- customers such as sellers and purchasers;
- agents/agencies who are members of PLN;
- prospects or leads;
- employees;
- recruiters providing services related to employees;
- contractors, vendors, or suppliers;
- debtors and creditors; and
- directors and shareholders.

### 10.2. Purposes

We process the personal information to:

- supply our services;
- better understand our data subjects' needs when doing so;
- keep our data subject records up-to-date;

- manage employees in general;
- manage supplier contracts in general;
- manage customers in general;
- manage customer credit in general;
- market to customers;
- enforce debts;
- market services to prospects; and
- process customer requests or complaints.

We generally collect and process personal information for various purposes including:

- to provide sellers with knowledge and expertise from accredited agencies, all working property to sell the seller's home as quickly and conveniently as possible.
- to connect reputable Real Estate companies for the benefit of buyers and sellers.
- to help identify and pursue potential purchasers;
- to help improve feedback and/or interactions with sellers/purchasers and Real Estate agencies, assisting with the sale and listing of homes for sellers and purchasing of homes for purchasers;
- to ensure that all amounts paid to us are properly accounted for and that neither we, our member agents or sellers/purchasers or other clients are defrauded or the victims of illicit activity; or
- better market our work.

### 10.3. Categories of personal information

We process many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses;
- personal details, such as names and ages;
- demographic details, such as races and age groups;
- health information;
- biometric information;
- account numbers;
- background information;
- contract information;
- credit information;
- market intelligence information; and
- debt and debtor information.

#### 10.4. Third-party disclosures

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our clients and member agencies:

- contractors, vendors, or suppliers;
- agents, distributors, or other resellers;
- operators, other responsible parties, or co-responsible parties; and
- third party vendors (such as software developers) to help us maintain our services.

#### 10.5. Security

We secure our data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

### 11. Other prescribed information

The Minister of Justice and Constitutional Development has not made any regulations prescribing any other information that needs to appear in this manual.

### 12. Availability of this Manual

This manual is available in English and will be available on our website, and at our company offices. The manual is also electronically available on our website at: <https://www.pln.co.za/>

### 13. Updates to this Manual

This manual will be updated whenever we make material changes to the current information.